

Paper reference

20161K

Pearson BTEC Level 3

Nationals Extended Diploma

Information Technology

UNIT 14: IT Service Delivery

(Part B)

Window for supervised period:

Monday 24 April 2023 – Monday 15 May 2023

Supervised hours: 8 hours

You must have

Outline_Service_Strategy.rtf

Define_IT_Services_Catalogue.rtf

IT_Service_Management_Implications.rtf

You will be given

Information Booklet.

THIS PACKAGE CONTAINS 1 COPY

A4 Modification 18pt BOLD

**You MUST NOT use the standard version of the question paper
with this modified question paper.**

**The modified question paper may contain differences to the
standard question paper.**

These differences are part of the modification process.

ALL components of the examination that the candidate
attempts **MUST** be returned with the **candidate's** question paper.

This includes any answer booklets and diagram booklets.

Any component not returned will remain unmarked and could
impact on the grade received by the candidate.

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